

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-2.3-v4

Effective Date: July 1, 2008

Last Revision: December 30, 2022

CHAPTER 2: Client Information and Case Requirements

Section 2.3: Applicant/Client Authorization

I. Policy Statement

This policy provides guidelines regarding documentation requirements for representatives or individuals with specific authorization chosen by the applicant/client.

II. Authority

Authority for policies contained in this document includes the following:

- Workforce Innovation and Opportunity Act (WIOA), 29 U.S.C. § 3101 et seq.
- Title IV Amendments to the Rehabilitation Act of 1973, 29 U.S.C. § 701 et seq.
- State Vocational Rehabilitation Services Program, 34 C.F.R. § Applicable definitions 361.5 (c)(31)
- A.R.S. §§ 23-502 and 503

III. Applicability

This policy applies to circumstances when an applicant/client prefers to have a representative to be present at Vocational Rehabilitation (VR) proceedings and to act on their behalf. The applicant/client must:

- A. Complete and sign the Client Authorized Representative form when the applicant/client prefers to name an individual as their authorized representative.
- B. In instances where an applicant/client has a court-appointed legal guardian, VR requires a copy of court ordered guardianship documents to allow the guardian to exercise informed choice on behalf of the applicant/client. Power of Attorney documents are not accepted.

- C. In instances when an applicant/client chooses to authorize an individual to be present in VR proceedings and/or receive verbal communications concerning their case, the applicant/client or guardian must complete and sign the Release of Verbal Communication/Authorization for Participation form.

IV. Standards

- A. Decisions and directions provided by the applicant's/client's court-appointed legal guardian or court-appointed representative supersedes directions provided by the applicant/client when the two (2) are in conflict.
- B. Decisions and direction from a Client Authorized Representative (CAR) that supersede the direction or approval already given by the applicant/client must not be accepted without the applicant's/client's consent.
- C. In instances of a disagreement between an applicant/client and their authorized representative on a decision or course of action, VR staff must follow the direction of the applicant/client.
- D. In the event there is a dispute between parents who share legal joint custody of the applicant/client, VR will adhere to the court documentation stating the court decision identifying the parent who has the primary decision-making responsibilities.
- E. The Release of Verbal Communication/Authorization for Participation form is only to be used in circumstances when an applicant/client requests an individual or individuals to be present at VR proceedings and receive verbal communications regarding the applicant's/client's case.
- F. The Release of Verbal Communication/Authorization for Participation form does not allow the listed individual or individuals to make any decisions regarding the applicant's/client's case.
- G. VR must provide all written documentation to:
 - 1. Applicants/clients,
 - 2. Applicant's/client's legal guardian or court-appointed representative, and/or
 - 3. Client Authorized Representative (CAR).

V. Procedure

- A. The VR Counselor must scan all documentation supporting court-appointed legal guardianship, a court-appointed representative, and/or a Client Authorized Representative (CAR) and the items listed in IV.A IV.B, and IV. E above, into the Electronic Case File.
- B. Refer to Standard Work (if available).

VI. Documentation Requirements

The applicant's/client's electronic case file must include the following (as applicable):

- A. Court documentation supporting the guardianship or court-appointed representative.
- B. A completed and signed Client Authorized Representative form.
- C. A completed and signed Release of Verbal Communication/Authorization for Participation (when applicable).